

Operations



IVR (Interactive Voice Response)

- BA Service Center will be implementing this functionality on Friday, August 28th
- Prompts for you to type an Employee ID in Active Employee, ESS, and Triage queues
- If you are calling regarding an issue for one of your employees, use their Employee ID
- Allows analysts to see the employee's information in Edison when they answer the call
- Analysts will still need to complete HIPAA verification on the employee

AE Password Resets

- Call Center will be set up specifically for password resets
- Allows for the BA Service Center to focus on questions about the plan options
- Password Call Center will be for Higher Ed, Local Ed, and Local Government agencies
- State employees will still call the Edison Help Desk for password resets
- Call center information is included in the decision guide

Important Information



- Annual enrollment is September 15th-October 15th at 4:30 PM CT
- Call center hours will be 7:00 AM – 4:30 PM CT
- Deadline for dependent documentation is 4:30 PM CT on October 15th
- The call centers will be busy the last week of enrollment so encourage your employees to enroll early!

Employee Self –Service Data June 2015 & YTD

Employee Self-Service

June 2015 Data

- June ESS Percentage – 84%
- 1% less than May (85%)
- YTD increase of 1% from 80% to 81%
- 13 of 34 agencies that had new hire transactions in June exceeded the 95% goal (1 less than May)

Employee Self-Service

Above Goal - June

Attorney General	100%
Comm on Aging and Disab	100%
Comm and Insurance	100%
Econ and Comm Dev	100%
Finance and Administration	100%
Legislature	100%
Mental Health	97%

Military	100%
Revenue	100%
TBI	100%
Tenn Regulatory Authority	100%
Tenn Housing and Develop	100%
Tourist Development	100%

Employee Self-Service

Goal 95%

2015 YTD (After June)

Agencies at goal – 17

Agencies below goal – 31

- 16 Agencies increased their YTD percentage in June
- Legislature had the highest increase (9%).
- 5 agencies maintained a 100% usage rate in June (with new hire transactions). **Attorney General's Office, Commission on Aging and Disability, Revenue, TBI, Tennessee Regulatory Authority.**
- 9 Agencies had a decrease in their YTD percentage use.
- 1 decrease was more the 20%.

Employee Self-Service

Above Goal – YTD (after June)

Attorney General's Office	100%
Comm on Aging and Disability	100%
Comm on Children/Youth	100%
Commerce and Insurance	98%
Fiscal Review Comm	100%
Higher Education	100%
Human Resources	100%
Human Rights Comm	100%
Mental Health	96%

Post Conviction Def	100%
Revenue	100%
TBI	100%
TN Regulatory Authority	100%
TN Arts Comm	100%
TN Housing Dev Authority	95%
Tourist Development	96%
TRICOR	100%

Employee Self-Service

SOOOO Close!

Comptroller of the Treasury	94%
Econ and Community Dev	90%
Finance and Administration	93%
TennCare	91%
TDOT	91%

Reminder: If an eligible employee decides to WAIVE coverage, they still need to use ESS or it counts against your agency use percentage.